

Citizen Response Form
Town of Amherst
Cable Advisory Committee
March 2004

Dear Cable User:

The Amherst Cable Advisory Committee needs cable user's input as we plan our negotiations for a renewal license with the Town's cable service provider, Comcast. We are required to have a signed license by the end of June of 2006 when Comcast's current cable license ends. Since state and federal cable statutes do not allow us to negotiate either the cost of cable or the programming provided, we can only address the video services Comcast provides. The results of this survey, along with the public hearing we are holding on April 15th will be very important in our consideration of the many issues that are contained in the license. Please complete this questionnaire even if you plan to come to our hearing. We need your specific feedback to determine which areas of the license need to be changed when we draft the new one. The more questions you answer and the more detail you provide the better our next contract will reflect Amherst cable users wishes. Use any blank space on this form to record additional thoughts you may have.

- 1) If you are a TV user, how do you receive a signal? Comcast Cable Satellite Aerial.
- 2) If you checked Comcast or have an interest in cable television in Amherst please continue with the rest of the questions: What service level(s) are you now receiving? Basic Expanded Basic Standard Digital Cable Considering getting cable.
- 3) Do you have concerns about (for any NO answers, please explain):
 - a) signal quality/strength? Yes No
 - b) billing practices (but not actual rates)? Yes No
 - c) our local cable business office? Yes No
 - d) Comcast's handling of customer information? Yes No
 - e) marketing efforts directed at Comcast customers, by Comcast or others? Yes No
 - f) quality of Comcast's service? Yes No If YES, which service when and how it was resolved.

If YES, how satisfied were you with the cable operator's response? (circle one)

Very Disappointed

Explain

6) While current law prevents us from dictating programming, it may be possible to negotiate categories of programming. What categories of programming would you like to see (that Amherst does not currently have)?

7) Please list any new services or technologies, taking into account our community's future needs and interests, that you feel should be provided by our cable operator:

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9) Our current license allows for a 5% discount on basic service for Amherst residents who are heads of households and are eligible for Medicaid, SSI, AFDC or Veteran's benefits assistance. Is this a reasonable discount? Yes No